a limited geographical cluster of 277 customers care agents from 6 call centres in NOIDA (UP).

The study evaluates the perceptions of work experience of the call centre agents to throw light on the potentialities and possible problem areas of human relations. It does not represent the view of all the actors in the industry and does not purport to represent the entire BPO sector in the country. Moreover, the views expressed in the report are of the concerned researcher and not of the Institute or of the Ministry of Labour and Employment.

Appraisal of Planning Commission

2661. SHRI C. PERUMAL: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether there has been fall in employment even after reforms were launched in 1991 according to mid-term appraisal of Planning Commission;

(b) if so, the details thereof; and

(c) the steps taken to generate more employment opportunities?

THE MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO): (a) No, Sir.

(b) Does not arise.

(c) Government targeted creation of around 5 crore employment opportunities during the 10th Plan Period. Out of these, around 3 crore were to be generated in the normal growth process and remaining 2 crore through special employment generation programmes. Moreover, "National Rural Employment Guarantee Scheme" for rural people has also been launched.

Safeguarding interest of labourers in Delhi

†2662. SHRI JAI PARKASH AGGARWAL: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) the details of steps taken so far to safeguard the interests of labourers working in the industrial units to be closed down owing to the directions of the apex court in the National Capital Region of Delhi;

†Original notice of the question was received in Hindi.

(b) whether Central Government have also constituted a Committee to safeguard the interests of the labourers;

(c) whether this Committee has submitted its report to the Government;

(d) if so, the details thereof; and

(e) the steps taken by the Government in this regard?

THE MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO): (a) to (e) The information is being collected and will be laid on the Table of the House.

Law to protect laid off workers

2663. SHRI RAVULA CHANDRA SEKAR REDDY: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether Government has any plan to bring out a law to protect workers laid off by outsourcing and offshoring operations on the line of Britain;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

THE MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO): (a) No, Sir.

(b) Does not arise.

(c) The existing labour laws are applicable to the workers in the Business Process Outsourcing units.

Compensation and insurance amount paid to familes of deceased workers in Chhattisgarh

†2664. SHRI DILIP SINGH JUDEV: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) the details of the workers killed in mishaps while at work in medium and heavy industries in the country during the last three years, year-wise and State-wise;

(b) the details of the minor children alongwith women and men killed in these mishaps;

†Original notice of the question was received in Hindi.